



# *Primary Health Care Services*

## **ANNUAL REPORT** for 1998



*Washington State  
Health Care Authority*

# HEALTH CARE AUTHORITY PRIMARY HEALTH CARE SERVICES

## The Mission

The mission of the Health Care Authority's (HCA) Primary Health Care Services (PHCS) Section is to promote access to prevention and illness care for underserved and uninsured low-income populations in Washington State.

To accomplish this mission, the PHCS Section:

- Provides over six million dollars annually for dental, medical, and migrant grant funding to thirty-two (32) not-for-profit community health clinics throughout the state.
- Provides technical assistance, consultation, education and training to contracted clinics and potential new clinics.
- Collects, analyzes and distributes health related data supplied by the clinics.
- Fosters support and provides information regarding community clinic dental, medical and migrant services within other state agencies.

## The Community Health Clinics

The community health clinics represent a network of community and migrant health centers, public hospital affiliated clinics and local public health jurisdictions that provide an array of services to low-income and/or special populations with a focus on medical and/or dental care.

Some of the special populations targeted to receive clinic services include the following:

- |  |                           |
|--|---------------------------|
| ◆ migrant seasonal farmworkers           | ◆ uninsured low-income    |
| ◆ other minority populations             | ◆ underserved low-income  |
| ◆ people with HIV/AIDS infections        | ◆ homeless                |
| ◆ people with developmental disabilities | ◆ elderly                 |
| ◆ substance abusers                      | ◆ refugees                |
| ◆ mental health consumers                | ◆ geographically isolated |

The following facts provide some background on the 32 community health clinics and/or systems in Washington State funded by the HCA in 1997:

- ◆ A total of 249,791 medical clients and 94,478 dental clients received services at the community health clinics.
- ◆ Sixty-nine percent (69%) of the client population served had incomes below the federal poverty level (FPL).
- ◆ Thirty-six percent (36%) of the client population had incomes below 200% of the FPL and had no insurance coverage such as Medicaid, Medicare, or the Basic Health Plan (BHP).

- ◆ The largest non-English native language group to receive clinic services is the Hispanic population, which represents forty-two percent (42%) of the total served.
- ◆ The Community health clinics are located in 26 of the 39 counties in Washington State with over 100 separate delivery sites that serve residents of all counties.
- ◆ The clinics are generally located in geographic areas where there is a shortage of health professionals. These geographic areas include inner cities, industrialized areas and rural regions.

Community health clinics not only function as providers of health care, they coordinate services with other state programs, such as:

- |                                     |   |
|-------------------------------------|---|
| ◆ Basic Health Plan                 | ◆ Rural Health                            |
| ◆ WIC Program                       | ◆ Division of Alcohol and Substance Abuse |
| ◆ First/Second Steps                | ◆ Mental Health Division                  |
| ◆ Maternal and Child Health         | ◆ Division of Developmental Disabilities  |
| ◆ Medical Assistance Administration | ◆ Commission on Hispanic Affairs          |
| ◆ HIV/AIDS                          |   |

## Policies of Community Health Clinics

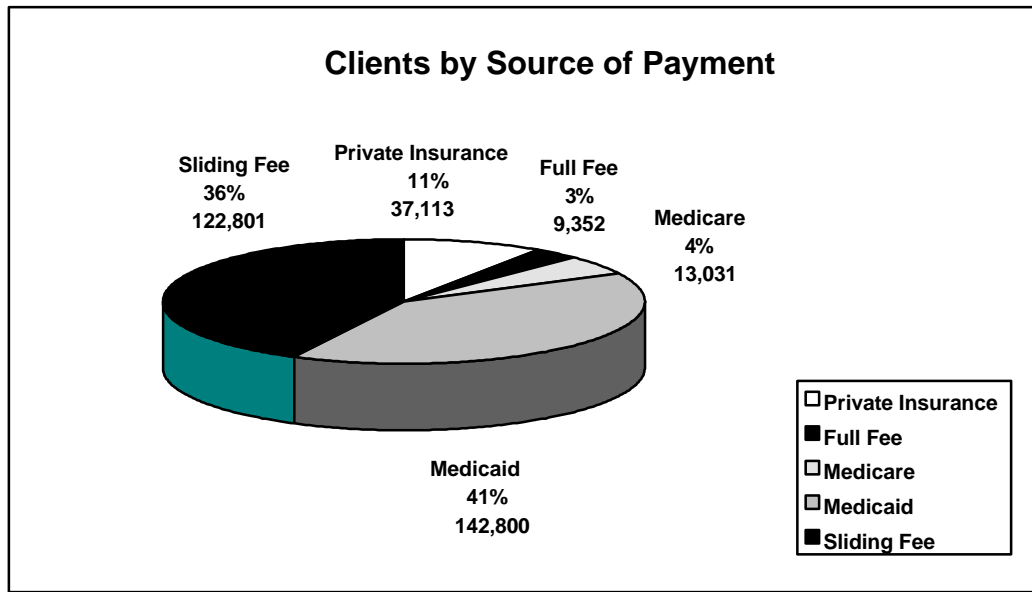
Community health clinics are different from other health care delivery systems. They receive state funding which mandates they:

- ◆ Provide health care regardless of an individual's ability to pay;
- ◆ Have established a sliding fee schedule for the adjustment of charges, based upon an individual's ability to pay;
- ◆ Be governed by a board of directors, which has representatives of the client populations served;
- ◆ Have established policies and procedures reflecting sensitivity to cultural and linguistic differences of individuals served; and
- ◆ When appropriate, maintain bilingual or multilingual staff, which enables them to communicate with the individuals served.

## How Clients Pay

The majority of patients who utilize the clinics are either recipients of Medicaid (41%) or qualify for a sliding fee schedule (36%) that adjusts charges for services received. These sliding fee clients must be below 200% of the Federal Poverty Level and have no other insurance coverage such as Medicaid, Medicare, or the Basic Health Plan.

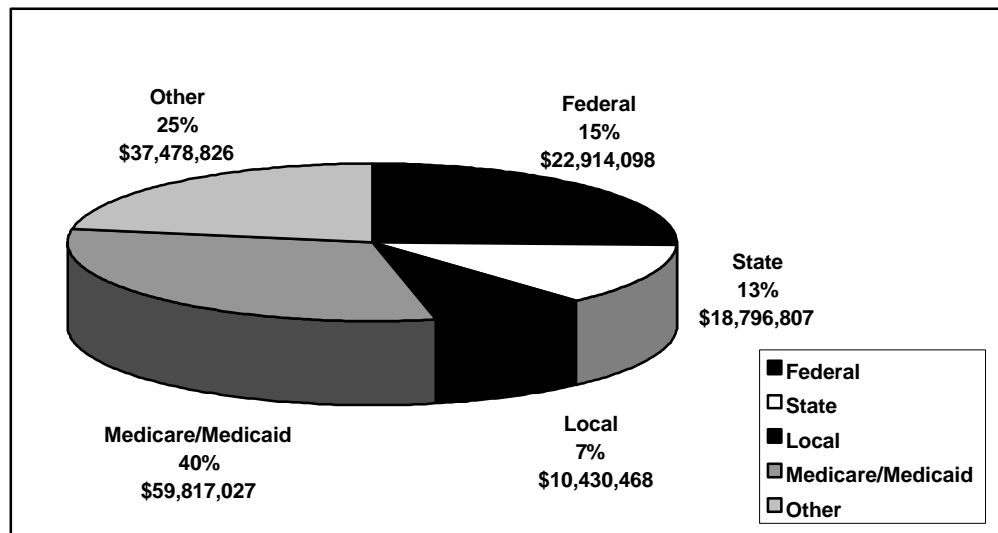
Percent of clients by source of payment is as follows:



## Funding the Clinics

Community health clinics receive funding from multiple sources. The largest source of income comes from reimbursement for services that is paid by third-party payers such as Medicare, Medicaid and private insurance. The next largest source of income comes from grants received from federal, state and local governmental agencies. These government grants account for 35% of the total funding received by the clinics.

Percent of income by source is as follows:



“Other” category includes:

Volunteer and In-Kind	\$ 3,389,573	2%
Private Insurance	6,945,526	5%
Basic Health Plan	5,740,485	4%
Client Fees	7,728,785	5%
Donations	1,981,145	1%
Other Pay Sources*	7,274,040	5%
Other Grants*	<u>4,419,272</u>	3%
	<b>\$37,478,826</b>	

\* These sources are categories reported by clinics but not elaborated on.

Grant awards from the HCA are based on the number of patients a community clinic has who are at or below 200% of the poverty level and have no other insurance coverage such as the Basic Health Plan or Medicaid.

## Scope of Service

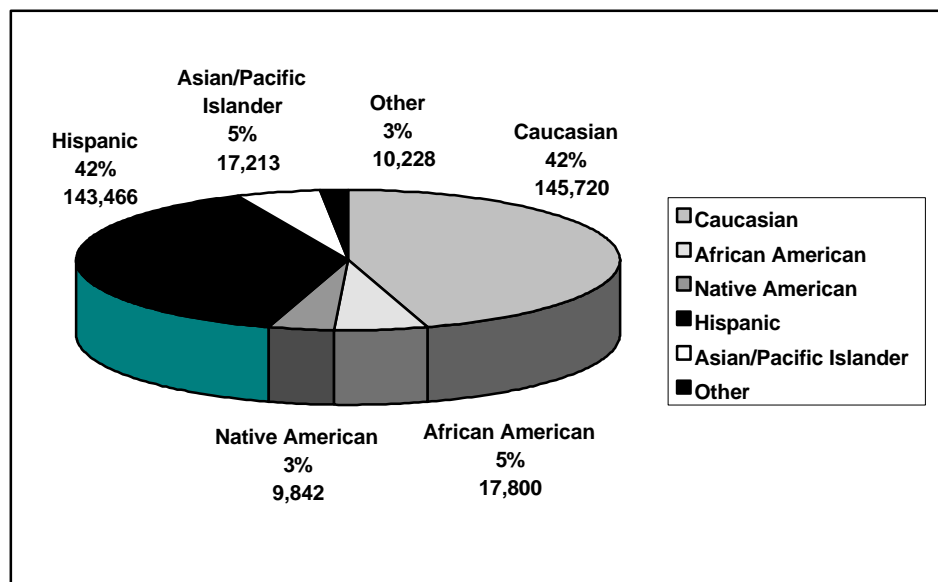
Direct clinical services are provided by one or more of the following health professionals: physicians; physician assistants; advanced registered nurse practitioners; dentists and dental hygienists.

Some of the services provided, or arranged for, include:

- ◆ Periodic Screening: Children, Adolescents, Adults
- ◆ Well Child Care
- ◆ Family Planning
- ◆ Prenatal/Postpartum Care
- ◆ Normal Obstetrical Deliveries
- ◆ High Risk Obstetrical Deliveries
- ◆ Nutrition Assessments and Education
- ◆ Preventive, Restorative and Emergent Dental Care
- ◆ Acute/Episodic Medical Care
- ◆ Management of Chronic Medical Problems
- ◆ Emergency/After Hours Medical Services

The clinics provide, or arrange for, 24 hour coverage.

## Client Populations



## Issues of Importance (As identified by representatives of community health clinics)

### ***Availability of Health Professionals for Underserved Populations***

The availability of health care professionals to the state's underserved populations remains an issue of importance to Washington's Community Health Clinics.

### ***Dental Care***

Increased access to preventive and restorative dental care is one of the most critical needs among low-income, uninsured and special populations in Washington State.

### ***Lack of Transportation***

For people who are home-bound, have limited access to transit systems, and for people living in rural Washington, the availability of transportation services is critical to gaining access to needed health care services.

### ***Rural Health Care***

Addressing the needs of rural health care systems will be necessary for continued access in rural areas.

### ***Services to Homeless People***

The problem of homelessness is increasing as affordable housing becomes more and more scarce. Homelessness is not limited to large urban areas such as Spokane, Everett, Tacoma and Seattle, but it is also a problem in rural areas and in smaller cities such as Mt. Vernon, Bellingham and Yakima.

### ***Substance Abuse Prevention and Treatment***

Substance abuse is a serious problem. Substance abuse not only affects the health and well-being of the abuser, but also the health and well-being of the abuser's family and friends.

### ***Managed Care and Low-income Populations***

Straining the resources of all the community clinics is balancing the financial model of managed care with the needs of special populations.

### ***Translation***

Finding funding and personnel to expand translation services is becoming increasingly difficult. During the past five years there has been a tremendous influx of new populations within the state who are both low-income and speak minimal English.

## Primary Health Care Services Contractors

45th Street Clinic  
1629 North 45th Street  
Seattle, Washington 98103-6701  
(206) 633-3350

Community Clinics of Pierce County  
215 South 36th Street  
Room 211 - N  
Tacoma, Washington 98408  
(253) 756-2442

Clallam Bay Medical Clinic  
c/o Forks Hospital  
530 Bogachiel Way  
Forks, Washington 98331  
(360) 374-6271 ext 165

Community Health Association of Spokane  
238 W. Sprague Avenue  
Spokane, Washington 99201  
(509) 325-0223

Clallam-Jefferson Community Action  
802 Sheridan  
P.O. Box 1540  
Port Townsend, Washington 98368  
(360) 385-2571

Community Health Care  
1702 Tacoma Avenue South  
Tacoma, Washington 98402  
(253) 597-4550

Columbia Basin Health Association  
140 East Main  
P.O. Box 546  
Othello, Washington 99344-0546  
(509) 488-5256

Community Health Center La Clinica  
515 West Court Street  
P.O. Box 1323  
Pasco, Washington 99301  
(509) 547-2204

Columbia Valley Community Health  
Services  
246 N. Mission  
Wenatchee, Washington 98801  
(509) 664-4575

Community Health Center of Snohomish  
County  
2722 Colby Avenue  
Suite 329  
Everett, Washington 98201  
(425) 258-2797 ext.102

Community Care Program, St. Peters  
Hospital  
413 Lilly Road, NE  
Olympia, Washington 98506  
(360) 493-7235

Community Health Centers of King County  
403 East Meeker St.  
Suite 300  
Kent, Washington 98031-5942  
(425) 277-1311



## Primary Health Care Services Contractors

Country Doctor Community Health Centers  
500 19th Avenue East  
Seattle, Washington 98112  
(206) 461-4513

Moses Lake Community Health Center  
605 Coolidge  
Suite 101  
Moses Lake, Washington 98837  
(509) 765-0674

Cowlitz County Health Department  
600 Broadway, Third Floor  
PO Box 458  
Longview, Washington 98632-7296  
(360) 414-5599

N.E.W. Health Programs  
509 E. Main  
PO Box 808  
Chewelah, Washington 99109  
(509) 935-6001

Cowlitz Family Health Center  
1057 12th Avenue  
Longview, Washington 98632  
(360) 636-3892

North Whidbey Community Clinic  
c/o Whidbey General Hospital , 101 N. Main  
PO Box 400  
Coupeville, Washington 98239-0400  
(360) 678-5151 ext 2400 Hospital

Family Health Centers  
716 First Avenue South  
P.O. Box 1340  
Okanogan, Washington 98840  
(509) 422-1922

Pike Market Medical Clinic  
1930 Post Alley  
Seattle, Washington 98101  
(206) 728-1687

International Community Health Services  
720 8th Avenue South  
Suite 100  
Seattle, Washington 98104  
(206) 461-3617

Pioneer Square Clinic  
c/o Harborview Medical Center  
206 Third Avenue South  
Seattle, Washington 98104  
(206) 521-1750

Kitsap Community Health Centers  
616 Sixth St.  
P.O. Box 960  
Bremerton, Washington 98337  
(360) 478-2366

Providence Health and Education Center  
500 S.E. Washington Avenue  
P.O. Box 1507  
Chehalis, Washington 98532  
(360) 740-8366

## Primary Health Care Services Contractors

Puget Sound Neighborhood Health Centers  
905 Spruce Street  
Suite 201  
Seattle, Washington 98104  
(206) 461-6935

The Opportunity Council  
314 East Holly  
2nd Floor  
Bellingham, Washington 98225  
(360) 734-5121

Sea Mar Community Health Centers  
1040 S. Henderson  
Seattle, Washington 98108  
(206) 762-3730

West Coast Community Clinics  
3010 State Route 109  
P.O. Box 158  
Copalis Beach, Washington 98535  
(360) 289-3877

Seattle Indian Health Board  
606 - 12th Avenue South  
P.O. Box 3364  
Seattle, Washington 98114-3364  
(206) 324-9360

Yakima Neighborhood Health Services  
12 South 8th Street  
P.O. Box 2605  
Yakima, Washington 98907-2605  
(509) 454-4143

Southwest Washington Health District  
2000 Fort Vancouver Way  
P.O. Box 1870  
Vancouver, Washington 98668  
(360) 695-9215

Yakima Valley Farmworkers Clinic  
518 West 1st Avenue  
P.O. Box 190  
Toppenish, Washington 98948  
(509) 865-5898